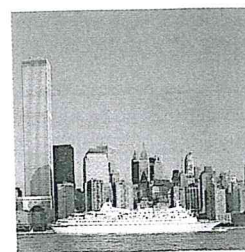
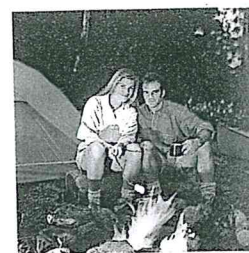


# Types of Holiday



Dealing with trade and customer enquiries

## Preview

- 1 How many different kinds of holiday can you think of?  
Work with a partner and compare your lists.

## Vocabulary 1

- 2 Put the words (1–9) into the appropriate spaces.

- |                    |                 |                |
|--------------------|-----------------|----------------|
| 1 winter sports    | 4 safari        | 7 adventure    |
| 2 self-catering    | 5 cruise        | 8 package tour |
| 3 special interest | 6 weekend break | 9 homestay     |

- a a relaxing ..... holiday with old-fashioned hospitality on a family farm
- b a month's ..... holiday lost in the Amazon rain forest
- c a fortnight's ..... holiday for the family in a rented Swiss chalet
- d a ten-day ..... to Thailand, including flights, deluxe hotels and visits to the Sukhothai national park and the pagodas at Ayutthaya
- e a two-week ..... in the Baltic Sea aboard the luxury liner Argenta
- f a(n) ..... holiday skiing on the slopes of the Pyrenees
- g a(n) ..... in Amsterdam to visit the Rijksmuseum and be back in time for work on Monday
- h a stay in Mombasa combined with a(n) ..... in the famous Tsavo game park
- i a(n) ..... holiday, excavating Aztec temples or learning English in London

- 3 Join the phrases in the two sections a–g and 1–7 to make complete holiday descriptions.

- a A city break in Moscow
- b A three-week expedition to Greenland
- c A five-day stay in a purpose-built chalet
- d Two weeks on an ocean liner
- e A month's holiday in a mobile home
- f A bed-and-breakfast stay
- g A trip to Disney World
- 1 to study the geology, flora and fauna
- 2 in a caravan park in sunny Biarritz
- 3 at one of the Center Parcs holiday villages in Britain, France or Holland
- 4 with two nights at the Metropol hotel and tickets for the Bolshoi
- 5 including a three-day stopover in Tahiti
- 6 with free accommodation in a condo in Orlando
- 7 in a comfortable guest house near The Black Forest

- 4 What types of holiday are those in exercise 3? Choose categories from the list in exercise 2 or add your own.
- 5 How would you describe the holidays in exercise 3? Choose from the list in the box below and justify your choice.

frightening	relaxing	for the family
exhausting	cultural	once-in-a-lifetime
entertaining	romantic	adventurous

## Reading

12 Read these statements about business letters in English. Are they true or false? Do other people in the class agree with you? What other advice can you give about writing letters?

- a When you write a letter you put your name above your address.
- b It is correct to write *Dear Mister* when beginning a letter.
- c In the United States *1st April 1999* can be abbreviated to *4.1.99*.
- d When writing a letter to the USA you can begin it with *Gentlemen*.
- e The abbreviation *Ms* is used to write to women when you do not know or do not want to refer to their marital status.
- f It is rarely appropriate to use contractions (*I'll, don't, isn't*) when writing letters.
- g If you begin a letter with *Dear Mr Grant* you should end with *Yours faithfully*.

13 Read the letter on the left.

Why is Mrs McSweeney writing? What information does she require?

44 Cedar Avenue  
London  
N3 1SR

Skyways Holidays  
Publications Manager  
Atlantic House  
Hazelwick Avenue  
Haywards Heath  
West Sussex  
HH10 1NP

30 October 199

Dear Sir or Madam

*As an enthusiastic golfer I am very interested in combining a holiday abroad with the opportunity to receive expert tuition and improve my handicap.*

*I would be grateful if you could send me a brochure on special interest golfing holidays, together with details of transport, accommodation and any special out-of-season offers.*

*Thank you in advance. I look forward to hearing from you in the near future.*

Yours faithfully

Heather McSweeney (Mrs)

14 Read the reply on the right.  
What information is missing?



Atlantic House, Hazelwick Avenue, Haywards Heath, West Sussex HH10 1NP

Mrs McSweeney  
44 Cedar Avenue  
London  
N3 1SR

6 November 199

Dear Mrs McSweeney,

I am delighted to enclose a Skyways Holidays Golf brochure for next season.

This brochure offers the widest selection of golf holidays available today. Choose between a holiday near to home in Portugal, Spain or Madeira, or fly further afield to exotic destinations such as the Caribbean, the USA, Kenya or even Thailand.

Free Skyways UK Flights to Heathrow or Gatwick are available to connect with many holidays, and you will find a host of bonus offers at selected hotels throughout the brochure. With guaranteed no surcharges, you can be sure of real value for money. I do hope that this new brochure will help you find the holiday of your choice. Our specialist Golf Reservations Team on 01293 487725 will be delighted to help you with your booking, or alternatively visit your local ABTA Travel Agent or Skyways Travel Shop. If you have any specific questions, please call our Golf Advice Helpline on 01293 890572.

We look forward to welcoming you on a Skyways Holiday soon.

Yours sincerely,

Avril Sinclair  
Golf Manager

PS Our Golf Reservation Team on 01293 487725 will be happy to check availability on any holiday for you.



Look at Mike Mortimer's CV and answer these questions.

What was his first post?

What is his most recent post?

What kind of experience has he had?

How has his career progressed?

In your opinion, is his CV well written? If not, what changes would you make?

## CURRICULUM VITAE

Name Mike Mortimer  
D.O.B. 12.06.72  
Address 157 rue des Laboueurs,  
Moissy, 77550  
Tel. No. 64886341  
Marital status Single

### EDUCATION

- 09/93–02/94 Certificate of Theme Park Management:  
Miami University, Florida, USA
- 05/92–02/93 Diploma in Hospitality Management: Neath  
College, Wales
- 09/90–04/92 Higher National Diploma in Tourism and  
Recreation Management: Swansea Institute  
of Higher Education, Wales
- 09/88–06/90 BTEC National Diploma in Business and  
Finance: Fermanagh College of Further  
Education, Enniskillen, Northern Ireland
- 09/83–07/88 8 GCSEs – Grade B  
St Joseph's School, Enniskillen,  
Northern Ireland

### LANGUAGES

- ENGLISH, mother tongue
- FRENCH, fluent
- SPANISH, elementary

### EMPLOYMENT EXPERIENCE

#### BIENVENUE THEME PARK

Merville, France  
12/96 – present

##### Attractions Lead Coordinator

- Pre-opening, supervised the personal development of staff on  
standards of customer care
- Compiled and arranged Safety Operating Procedures for  
Attractions
- Managed employees' daily schedule and delegation of tasks
- Monitored safe operation of major attractions in the Park

- Coordinated the show quality, ensured high standards of  
maintenance

#### SUPERWORLD THEME PARK

Miami, Florida

2/95–12/96

##### Intern Supervisor

- Implemented the Intern Program
- Planned and presided over Special VIP Events
- Supervised the training of new employees on operating  
procedures
- Participated in leadership development and trainer classes  
03/94–02/95

##### International cultural representative

- Greeted guests and answered questions
- Took inventory of stock, organised shop displays
- Organised international cultural exchange events

#### THE NEWBERN GROTTO

Newbern, Northern Ireland

06/90–09/90

##### Tourist Information Assistant/Grotto Tour Guide

- Provided tourist information for local area
- Guided international parties in one of the largest caves in  
Europe
- Trained new employees on all aspects of cave guiding

### INTERESTS

- Folk music, judo, water sports

### ADDITIONAL INFORMATION

1990–1993 Sports club treasurer

1987–1990 Youth group leader

### REFEREES

Christophe Allain  
23, rue de la Paix  
Moissy 77550  
France

Anne Jones  
Director, The Newbern Grotto  
14 Rodney Drive  
Newbern  
Northern Ireland  
BT74 8DF



## Language Focus

### The past simple and the present perfect simple

Here are some examples of the use of the *past simple* tense.

Around 250,000 people **took** a package holiday in 1963.

In 1992 the figure **was** 11 million.

Prague is still much as Mozart **knew** it.

Here are some examples of the use of the *present perfect simple* tense.

The expansion of popular travel **has been** explosive.

It **has** now also **become** possible to cruise up the Yangtze.

When they've **built** the new airport, they'll be able to accommodate more passengers.

#### 1 Decide if these statements are true or false.

- The past simple can be used to describe past events or states.
- The past simple can be used with:  
*so far, up until now, over the last few years.*

c The present perfect can be used with:  
*ago, last year, in 1994.*

d The present perfect can be used to talk about past events whose effects are felt now.

e The present perfect can be used to refer to the future.

#### 2 Complete the definitions of these tenses using the words below:

indefinite	definite	moment of speaking
unspecified	current	remote

The *past simple* refers to an event or state that is seen as ..... or ..... in time.

The *present perfect* is used to refer to events which are viewed as occurring at an ..... or ..... time in the past. The event is perceived as having ..... relevance and is connected to the .....

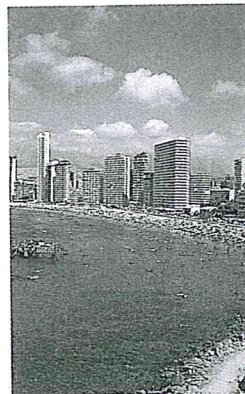
### Practice

Complete the passage below by putting the words in brackets into either the past simple or the present perfect simple tense.

## THE SPANISH TOURIST INDUSTRY

Tourism to Spain goes back to the 1930s, but package tourism really *(take off)* ..... in Spain during the late 1950s and 1960s. The post-war economic and population growth plus the increase in leisure time and disposable income in Northern Europe *(coincide)* ..... with Spain's policy to welcome tourism, offering a reliable climate, beaches, a different culture and low prices. The favourable exchange rate and competitive cost of living *(be)* ..... additional incentives.

Mass tourism *(begin)* ..... towards the end of the 1970s but the familiarity with Spain and falling standards *(lead)* ..... to a poor image of the country as a holiday destination. As a result, Spain *(face)* ..... competition in the late 1980s from other Mediterranean and long-haul destinations. At that time competitive airfares across the Atlantic to Florida and the low cost of living in America *(mean)* ..... that many people



*(prefer)* ..... to go to the States rather than holiday in the Iberian peninsula. Even so, in 1993 Spain *(welcome)* ..... over 57 million visitors – 8 per cent of GNP – and *(account for)* ..... 24 per cent of all Britain's outbound tourism.

The Spanish tourism industry *(make)* ..... many mistakes in the early years with the building of high rise hotels and poor town planning. However, the situation is changing. Over the last few years the government *(restrict)* ..... building and is providing grants for organisations and training in the tourist sector. In addition, it *(implement)* ..... an investment programme to modernise public service facilities and infrastructure and to protect the environment. And with the help of soft loans which the government *(make)* ..... available for refurbishments, many hoteliers *(improve)* ..... the standard of accommodation provided in order to meet the new stricter guidelines.



# Where People Go

Describing the role of tourism in an economy  
Working with figures

## Preview

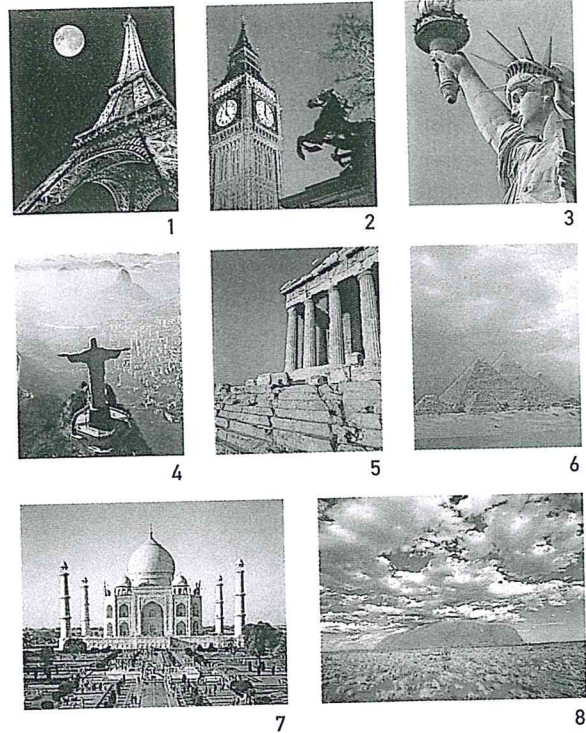
- 1 Work in groups. Look at the pictures and answer these questions.
- Where are these places?
  - How long would it take you to get to each place from where you live?
  - How would you get there: by air, road or ...?
  - What is the time difference:
    - between these places and your country?
    - between these places and GMT?

## Reading

- 2 This article is about three French women who set off on holiday and received an unpleasant surprise.  
Read the article and answer these questions.

- What was their American dream?
- Why is the article entitled "A Tale of Two Cities"?
- Why weren't they suffering from time zone changes after eight hours' travel?
- What was the "minor inconvenience"?
- Who is *they* in "They simply had no idea"?
- How did the policeman finally manage to explain the situation to them?
- Why were they unwilling to take phone calls?

Has anything ever gone wrong for you or for one of your friends on holiday? What happened?



## A tale of two cities as intrepid trio lose out on American dream

**T**he three French women had set out bound for adventure. The hotel was booked. They had their holiday cash. They were looking forward to the autumnal scenes around Portsmouth, New Hampshire. It didn't seem that far away, the United States. Only eight hours on a ferry from Le Havre. They had preferred to take the boat, rather than fly. But even they were surprised at how little they were suffering from the time zone changes. There was only a minor inconvenience, it seemed. They stepped into a taxi, asking for the Sheraton. They had already booked for a three-day stay, and paid a \$500 deposit. But those cabbies. They simply had no idea. Drive you about for hours, and still unable to find a luxury hotel as big as the Sheraton.

The police became involved when the cabbie turned in desperation to the Portsmouth constabulary. He was unable to trace the famous hotel. "They were adamant they had booked into the Sheraton in Portsmouth," PC David Crouch said. "They asked if they were in Portsmouth and I said 'Yes'.

Then they asked 'Is this Hampshire?' and I agreed. It was all a great mystery, so I asked if they had a brochure from the hotel and they produced a pamphlet. I spotted the word Portsmouth, then saw that it was in New Hampshire, USA. I pointed to the map on the leaflet and showed them Portsmouth, then ran my finger down about half an inch and said 'Look! New York!' I didn't know if they were going to laugh or cry when, in broken English, they asked 'Are we in the wrong country?' Fortunately, they saw the funny side and burst out laughing. I've been doing this job for 31 years and this is the first time I have come across anyone who accidentally came to the wrong country for a holiday." The three women, two in their twenties, one a little older, were taken to the two-star Arcade hotel in Portsmouth. They plan to return home this morning, according to the receptionist, Sara de Bathe. They were fighting shy of all telephone calls. Particularly long-distance ones.

(from *The Guardian*)



## Listening 2

### Figures

11 Listen and write down the figures that you hear.

#### Working with figures

- a We say *9 million* (NOT \*9 millions).  
We say *9 million foreigners* (NOT \*9 million of ...)  
BUT we say *millions of foreigners, thousands of tourists*, etc.
- b For figures over 100, British English uses *and* between the hundreds and the tens:  
257      **two hundred and fifty-seven**      USA: **two hundred fifty-seven**  
983      **nine hundred and eighty-three**      USA: **nine hundred eighty-three**  
1,000      **a thousand or one thousand**  
We use *and* when there are no hundreds:  
1,030      **one/a thousand and thirty;**  
but we say *one thousand* before a number of hundreds:  
1, 548      **one thousand five hundred and forty-eight** (NOT \*one thousand and five hundred...)
- c If we use a decimal we say *point*. Each figure is said separately:  
0.35      0.5      8.75  
UK/USA      zero **point** three five      zero **point** five      eight **point** seven five  
UK      nought **point** three five      nought **point** five      eight **point** seven five
- d Fractions are expressed using ordinal numbers:  
a third  $\frac{1}{3}$       a quarter  $\frac{1}{4}$       a half  $\frac{1}{2}$       two fifths  $\frac{2}{5}$       three quarters  $\frac{3}{4}$
- e Note these mathematical terms:  
 $18 \times 34 = 612$       eighteen **multiplied by/times** thirty-four **equals/makes/is** six hundred and twelve  
 $27 \div 3 = 9$        $\frac{27}{3} = 9$       twenty-seven **divided by** three **is** nine
- f Many figures are pronounced individually:  
A Boeing 757      **seven five seven**  
Flight BA 818      **eight one eight**  
Your reference number is 995.      **nine nine five**  
My room number is 631.      **six three one**  
My telephone number is 205478.      **two oh five four seven eight**
- g *From, to, and by* are used to indicate changes in figures:  
The price has risen **by** 5%, **from** \$100 **to** \$105.
- h When speaking about money we say the currency unit *after* the figure:  
£55      **fifty-five pounds**  
C\$800      **eight hundred Canadian dollars**

## Speaking 2

### Calculations

12 Read these calculations aloud.

5 coaches @ £1,550 each =  
£7,750 with 10% discount  
£7,750 -  
£775  
= £6,975

cost of coach hire = £500  
breakeven = 30 PAX  
 $500 = £16.66$  a head  
30

Total no. of visitors to Singapore  
= 6,400,000  
 $\frac{2}{5}$  were holidaymakers = 2,560,000  
 $\frac{1}{6}$  were on business = 1,066,666



## Reading 2

- 17 Read the extract from a travel agency training manual.  
Then copy and complete the flow chart.

### BOOKING PROCEDURE

ONCE THE client has signed the booking form, you must collect the appropriate deposit payment. If the client pays in cash or by cheque, you should issue a receipt according to office procedure and then forward this payment to the tour operator concerned.

However, if the client pays with a credit card, you should make sure he or she has completed and signed the credit card section on the booking form. You may find also that from time to time the operator may want the client to sign a Standard Sales Voucher instead.

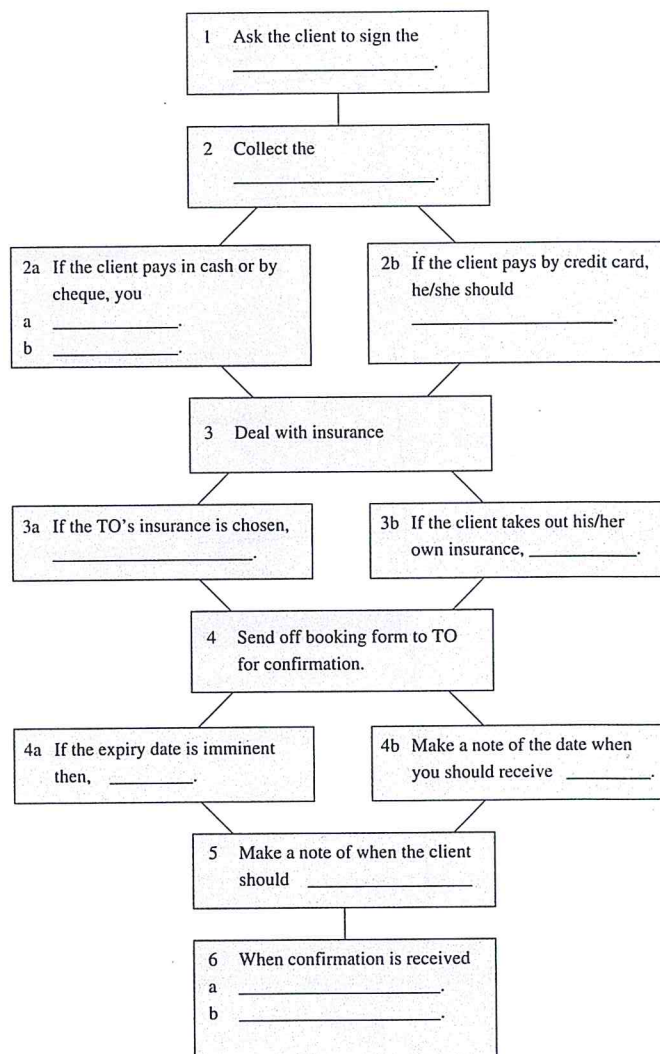
Of course, it is important for the client to take out insurance. If the tour operator's insurance is chosen, make sure the booking form is correctly completed and then add the premium to the deposit.

Should the client decide on an alternative insurance policy or perhaps no insurance at all (not to be advised), make sure this is properly noted on the booking form. Remember that if you sell our own group's travel insurance, you can earn up to 45 per cent commission.

Once the booking form has been signed, it should be sent to the tour operator immediately. If the option expiry date is coming up soon, it is best to telephone and make arrangements to extend the option so as to avoid any risk of the booking arriving too late. When the tour operator receives the booking form, all the details such as flight reservations or hotel rooms will be confirmed.

It is a good idea to note the date by which you should get the confirmation or the invoice back – usually two to three weeks after the booking. It is also a good idea to make a note of the date by which the client must make full payment (usually about six to ten weeks before departure). When confirmation is received you should check the details to make sure they are the same as those in your file and on the photocopy of the booking form. Finally, the confirmation should be sent to your client, highlighting the latest date for payment.

adapted from *American Express Training Manual*



## Vocabulary 2

- 18 The extract on the right also comes from the travel agency training manual and completes the description of the booking procedure. Fill in the gaps with words from the box.

settle	file
option	expiry
come	liability
due	departure
issue	confirm

### PAYMENT OF BALANCE

ABOUT EIGHT WEEKS before the client is due to travel, full payment for the holiday must be collected. Make sure YOU check each booking form to see *exactly when* payment is (a) ..... and make a note on your (b) ..... If the client cancels *after* the (c) ..... date for final payment, hefty cancellation charges apply. You must safeguard yourself against (d) ..... for these charges by ensuring you are holding full payment before the date that cancellation charges (e) ..... into force.

As far as tour operators are concerned, late bookings are bookings made after the date when full payment was expected. So usually a late booking is one made less than eight weeks before (f) .....

Since cancellation charges would apply immediately in this case, it is essential that you should collect full payment at the time of booking. If the client is unable to pay at once, take out a(n) (g) ..... on the holiday and (h) ..... it when they return to pay by an agreed date, at which time the client must (i) ..... in full.

When payment has been finalised you are then ready to (j) ..... the travel documents.



# Tour Operators

Planning and negotiating holiday packages  
Writing letters of confirmation and reports

## Preview

1 Work in groups and discuss these questions.

- What do you think a foreign tour operator wants from a hotelier?
- What do you think a local hotelier wants from a foreign tour operator?
- Who is in a better position to negotiate?
- What problems do you think there might be?

## Reading

2 Work with a partner. Student A read the text below. Student B read the text on page 110.

### STUDENT A

Before you read the article below, check you know the words in the box. Use a dictionary if necessary.

crucial  
to feature (in a brochure)

to bluff  
to brief

a hike (prices)  
to barter

(room) allocation  
an upgrade

to bargain  
a shortfall

Read "Hotel Contracting" and answer these questions.

- Who is Gary David?
- What does his job involve?
- In his opinion, how cooperative are the hoteliers he has been working with?

Tell your partner about Gary's job. Make notes before you begin.

## HOTEL CONTRACTING

Hotel contracting is one of the most crucial activities of any holiday company's business – it is also one of the most demanding with an endless round of resorts and hotels and the inevitable negotiations of next season's rates.

"We need hoteliers as much as they need us," said Cadogan Travel's tour operations general manager Gary David, who has made thirty-four visits to nine destinations featured in the winter brochure. "But they play games; there's a lot of bluffing going on."

He claims this year to have toured 170 hotel and self-catering properties, viewed 500 bedrooms and visited sixty-five handling agents. This is in addition to briefing couriers, inspecting hotel noticeboards to make sure material is well displayed (it often isn't), visiting the tourist offices for each destination and dealing with forty airlines that serve the resorts.

"There are all sorts of politics," said Mr David. "It is a question of attitude as well because some hoteliers like bigger operators while others do not."

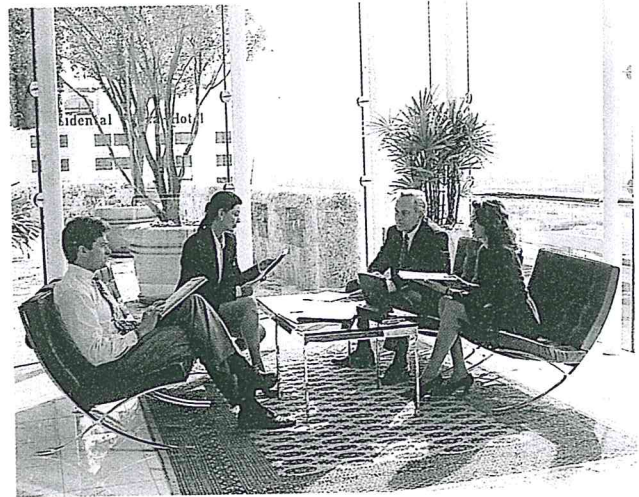
At Gibraltar's Rock Hotel, the manager agreed to contributions for advertising and brochures, whereas in Tangier, the Rif Hotel manager refused to move from his 20 per cent hike in rates.

However, bartering for room rates is only one aspect of Gary David's work. Others cover increases in room allocations, upgrades, added extras such as wine, fruit or flowers, afternoon tea, improved child reductions, long-stay deals and contributions towards advertising, which are all used to improve the overall deal.

Another way of getting a better deal from hoteliers is to introduce a new section to the brochure which promotes a top hotel in each resort, and use this as a bargaining tool, or give out awards to tempt them to give better discounts.

"In Gibraltar I've had to drop two hotels because of poor standards so I've got a shortfall in capacity. I've got now to push for increased room allocation, but I'm dealing with hoteliers who don't need me because most cater for business traffic."

(adapted from *Travel Trade Gazette*)





## Language Focus

### The passive

1 Read these groups of sentences and decide which are in the active and which are in the passive.

- a We've been approached by Sky Air.
- b Sky Air has approached us.
- c I'm told by the marketing people that we'll probably be working on load factors of about 80 per cent.
- d The marketing people tell me that we will probably be working on load factors of about 80 per cent.
- e The brochures should be sent to the travel agents in October.
- f They should send the brochures to the travel agents in October.
- g All expenses must be authorised in advance.
- h You must get authorisation for all expenses in advance.
- i The managing director was given the information.
- j The information was given to the managing director.
- k He gave the managing director the information.
- l It was stipulated that the agreement would allow for increases in the cost of aviation fuel.
- m Sky Air stipulated that the agreement would allow for increases in the cost of aviation fuel.
- n It is said that an influx of tourists will destroy the plant life.
- o Environmentalists say that an influx of tourists will destroy the plant life.
- p She was paid \$2,000.
- q The tour operators paid her \$2,000.

2 Answer these questions.

- a When do we use the passive rather than the active voice?
- b How is it formed?

3 Match the following statements about the passive to the examples in 1 above.

- a Sometimes it is appropriate to say who carried out the action.
- b Modal forms can be used.
- c Verbs with two objects can be made passive in two ways.
- d Passive constructions beginning with *it* are used to make a statement more formal or impersonal.

### Practice

Complete this letter to Mrs Marinelli by expanding the following notes.

Dear Mrs Marinelli,

This is to confirm our recent discussions. At the meeting / hold / 25 January / it / agree that:

- 1 500 rooms with sea view / make available / Grand Canyon hotel / 30 March – 25 November / weekly basis.
- 2 We, Global Tours, / require / inform the hotelier / 4 weeks advance / if we wish our allocation / cancel. The account settle / 1 month after close / of the holiday period i.e. by or before 25 December.
- 3 All payments / make / US\$. The rates for this year / fix / advance / \$1 = 1650 lire.
- 4 It bring / attention / tour information / not display / last year. Therefore suitable space / must provide / for our company leaflets and notices / display.

We trust we are in agreement on all these points. I remain / disposal / raise / further points.

It has also come notice / your copy of the contract / never return. / I grateful / complete / without delay / return to our Head Office.

It note / this agreement / valid / 2 years. / 6 months' notice / require in writing / in order it / terminate.

Yours sincerely,



## Language Focus

### Referring to the future

During her talk Helen Lee used a number of verb forms when referring to the future itinerary.

- 1 I'm **going to** describe the itinerary to you.
- 2 You'll **be visiting** most of the famous places.
- 3 From Beijing we **go** by coach to a smaller city in the North.
- 4 The guide **will take** you on a sightseeing tour.
- 5 We're **flying** there the following day.
- 6 By the end of the tour hopefully you'll **have learnt** a lot about China.

Match each of the verb forms above with a description (a-d) on the right. There may be more than one answer.

- a She is referring to a schedule which is programmed in advance and possibly difficult to change.
- b She is talking about an event that will be completed at a given future time.
- c She is announcing her intention to do something.
- d She is describing arrangements that have been made.

As you can see, it is sometimes possible to use more than one future form although there might be a slight change in emphasis. What is important to remember is that **will** is only one way of referring to the future.

### Practice

- 1 Study the following sentences, and say which verb form is appropriate in each case and why.

- a Could you ring the airport and ask what time the first flight to Brussels *shall leave/leaves*?
- b (*The telephone rings – it is 10.55.*). Oh, that'll *be/is to be* Rosa. She said she'd ring at 11.
- c We'd better hurry up – it looks as if it's *going to rain/will be raining*.
- d The Antarctic *will certainly become/will certainly be becoming* an important tourist destination.
- e You haven't got a car I'll *give/I'm giving* you a lift if you like.
- f It's not surprising he *won't do/is not to do* any work for you – you don't pay him!
- g Don't panic! I'll *have finished/'ll be finishing* the report by Wednesday afternoon.
- h I *won't have/am not having* time to see you – I'll *have finished /'ll be finishing* the report on Wednesday afternoon.
- i Ricardo says he *doesn't attend/won't be attending* the meeting – he thinks it *will be/is to be* a waste of time.
- j The Prince of Wales *is to open/will have been opening* the new theme park on April 1st.
- k We *will have/are having* an office party on Friday after work for Justyna. She *will work/will have been working* for us for twenty years.
- l I'm fed up with working here. I'm *going to try/will try* to get a better job somewhere else.

- m On the second night of the programme everyone *will be going/will have been going* to a cabaret show.

- 2 Using what you have learnt from the previous activity, read these grammar notes and write your own sample sentences to illustrate their use.

- a The *present simple* can be used for a programme or regular schedule which is unlikely to change.
- b The *present continuous* can be used to refer to arrangements.
- c **will** can be used to make a deduction, or to make a factual prediction.
- d **will** or **'ll** can also be used to make spontaneous offers.
- e **won't**, as well as predicting that something will not happen, can also be used to indicate a refusal, or lack of willingness.
- f **going to** can be used to predict future events based on a present evaluation of circumstances.
- g **going to** is also used for a personal decision or intention.
- h **is/are to** refers to events which (*Complete the rule.*) ...
- i The *future continuous (will be + verb -ing)* can be used for:
  - i arrangements
  - ii events which (*Complete the rule.*) ...
- j The *future perfect (will have + past participle)* can be used for an event that will be completed at a given future time.
- k The *future perfect continuous (will have been + verb -ing)* can be used (*Complete the rule.*) ...

Collect examples of language illustrating a grammar point you want to learn. You can find these examples in documents you read, in grammar books, or you may make a note of something you have heard.

When you have collected enough examples you can try to work out the grammar rule(s) for yourself, discuss your ideas with other learners, and perhaps be able to teach them things they didn't know!



## Vocabulary 1

### Connections

- 4 These words are all connected with transport. Put them into logical sets.

liner	sail	long-haul	platform	cruise
toll	runway	compartment	make for	stopover
registration number	break down	see off	jet lag	run out of
stand-by	station wagon	crossing	roundabout	ticket collector
track	set off	drop off	highway	starboard
press on	self-drive	guard	harbour	gangway

Add two more words to each set and compare your sets with those of other students.

- 5 Imagine that you recently accompanied a group of travellers on a trip involving several means of transport. Write a short account of the trip using as many of the words in the box above as you can. For example:

*At 6.13pm we set off from Victoria Station aboard the Orient Express in our first-class compartment...*

## Listening 2

Understanding rapid speech: announcements

- 6 It can often be difficult to understand announcements made in public places, especially if the public-address system is poor. Listen to the messages.

Which would you hear:

- a on a train/at a railway station?
- b on board ship?
- c at an airport/on a plane?
- d on a bus?

Listen again and note the information.

## Speechwork

Word boundaries

- 7 Listen and notice what happens to the sounds at the word boundaries in these examples:

The next time.  
Mind the doors.

Now try saying these sentences. Which sounds disappear? Which sounds run together?

- a Here in the main square, on your right, is the famous Leaning Tower.
- b Passengers are advised not to leave their luggage unattended.
- c We're now approaching Pigeon Point, Tobago, where passengers can disembark.
- d Would Miss Andreas please report to the Purser's Office?
- e Captain Nolan would like to welcome you on board.

Listen to the tape and check.

## Speaking 1

Making announcements

- 8 Your teacher will give you a number of messages which have to be given out over a public-address system. Record the messages and play them to the rest of the class. Did everyone understand? If not, what was the problem?

## Vocabulary 2

Synonyms: British and American English

- 9 When she went on her trip Susan had to understand some of the words and expressions which are used in the USA but not in the UK. The ones in the box below are all to do with travel.

Find the pairs of synonyms and put them under the correct headings.

For example:

BRITISH ENGLISH  
*driving licence*

AMERICAN ENGLISH  
*driver's license*

puncture	hood	driving licence	pavement
city centre	sidewalk	flat	underground
line	car park	motorway	downtown
queue	gas	estate car	subway
freeway	petrol	station wagon	bonnet
parking lot	driver's license		

Do you know any other words that are different in British and American English?



## Reading

### Passenger care

10 Travelling can often be tiring and uncomfortable. What kinds of things can be done to make the journey more agreeable for the passenger travelling by these means of transport?

- air
- sea
- rail
- coach

11 This article describes how Gatwick Airport in the UK has made travelling easier for business passengers.

Decide which of the extracts A–G match the numbered gaps in the text. There is one additional extract which does not belong in any of the gaps.

**A** Looking at what London Gatwick Airport has done, the solution now, in hindsight, seems obvious.

**B** But Fast Track has other benefits for the business traveller.

**C** The best ideas in business are quite often the most obvious.

**D** Even at the busiest times of the day, it now takes business passengers only a minute or two to pass through the barriers to go airside.

**E** Many airlines offer attractive incentives such as free limousine and helicopter transfers, advance seat reservations and priority baggage handling.

**F** For the busy executive, it is not so much that time means money, rather that he or she usually cuts it fine when getting to the airport.

**G** This system, called Fast Track, enables First and Business Class passengers from all airlines using North and South Terminals to use a special dedicated route through passport control and security checks.

**1 = C**

For example, business travellers passing through Europe's airports have constantly bemoaned the fact that however much their ticket cost, or however much they were pampered in-flight the real hold-ups always came when passing through passport control and security, or waiting in duty free.

**2**

That last-minute report to finish, or taking just one more phone call, has spelt disaster for many business travellers suddenly finding themselves at passport control behind a plane-load of holidaymakers who are quite happy to take their time – after all they are going on holiday.

**3**

However, it is a simple fact that no other airport appeared to have tackled the problem successfully until London Gatwick became the first airport in the UK or Europe to implement a "red carpet" priority system especially for First and Business Class travellers.

**4**

A pass is given to eligible passengers at check-in.

**5**

The special entry gates to the departure lounges, however, only operate up until 2 p.m. The airport's research has shown that the bulk of business travel flights were before this time, with only a handful afterwards when the regular control points had no queues. However, it is a position that is regularly reviewed by the airport.

**6**

For instance, those who have hurried to the airport without the time to pick up any foreign currency can collect pre-ordered currency from a special Fast Track desk at the airport's bureaux de change. Or if they travel to the airport via the Gatwick Express, they can use the credit-card phone on the train to order the currency on the way from Victoria. Forgotten to buy a present for that important contact you are going to meet on arrival? Instead of queuing up with the leisure travellers at the duty free counters, Fast Track pass-holders can take advantages of their own check-out.

Not surprisingly, Fast Track has been a smash hit with London Gatwick passengers (numbers using it have increased from 40,000 a month when it first started, to 65,000 a month at present). Perhaps the fact that other European airports are looking at emulating the Fast Track idea shows how big a step forward it is in taking the hassle out of business travel.



# Vocabulary 1

- 4 Which of these facilities would you expect to find in a deluxe hotel such as Sandy Lane or a Hilton International hotel? Are there any you would add to the list?  
Is this the same for all countries?

trouser press	lift	air conditioning	floodlit tennis court
cable television in room	free garage space	DD telephone	sauna + jacuzzi
ornamental gardens	beauty salon	outdoor or indoor swimming pool	gift shop
live entertainment	tea/coffee-making facilities	disco	newspapers

## Language Focus

### Adjectives and word order

Adjectives can be divided into a number of categories:

- Qualitative: these adjectives identify a quality that someone or something possesses.  
an **attractive** area      a **famous** hotel      a **cheap** room      a **pleasant** stay
- Classifying: these adjectives are used to classify the following noun.  
a **double** bed      a **separate** entrance      a **single** room      a **bridal** suite  
Classifying adjectives are not normally gradable. We cannot say *\*a very separate entrance* or *\*a very double bed*. An entrance is separate or it isn't; a bed is a double or it isn't.
- The normal order for adjectives is:  
① qualitative    ② classifying:  
a **small furnished** apartment    a **special free** offer    a **pleasant rural** setting    a **large double** bed
- If there are more than two adjectives in a phrase, the order is:  
① subjective opinion    ② qualifier (size, age, shape)    ③ colour    ④ origin    ⑤ what the noun is made of  
⑥ what kind? what for?    ⑦ head noun  
an **exquisite Ming-dynasty** porcelain vase    a **beautiful antique china** rose bowl
- Compound adjectives are formed by joining two (or more) words with a hyphen:  
an **up-market** hotel    **self-contained** accommodation    **well-appointed** rooms    an **out-of-the-way** resort

### Practice

- 1 Put the words on the right into the correct order to complete these sentences.

- We ate some      local excellent dishes seafood
- One of the guests stole our      pot antique silver pepper
- In the lobby there was a      writing Flemish heavy  
sixteenth-century desk
- The cook's looking for a      bowl large red salad plastic
- Each room has a      red-and-white enormous  
superb bedside Japanese lamp

- 2 Match the words below to make compound adjectives.

Then add a suitable noun of your choice to each one.

air-	season
well-	minute
self-	time
audio-	new
cut-	equipped
last-	built
part-	contained
off-	visual
purpose-	conditioned
brand-	price

- 3 Write a short description to be included with each of these photographs in a leaflet publicising the hotel.

